

Q

"The settings button under the device list is grayed out like it wont let me click on it.

I go to Windows> Settings> Video-In settings the screen comes up and **everything is grayed out** implying you cant click on it and under devices it says "none". "

A

Hmmmm ... this issue is sounding vaguely familiar to me. I seem to recall there was a bug like that (the settings button being greyed-out) in an older version of TVPaint . Checking my notes from past semesters I believe it was TVPaint 9.5.18 that had the video input bug on Mac OS.

What version of TVPaint are you running ? If it is TVPaint 9.5 make sure it is UPDATED to the latest version of 9.5 , which is 9.5.**21** . That should fix the video input greyed-out settings issue.

To update you go to the TVPaint Help Menu -- Check for Updates , and if there are updates available for your version then you will be taken to a download page . Follow the directions to download and install the update to TVPaint 9.5.21.

What if you have TVPaint 10 ? -

Ok, if you have TVPaint 10 then what I've written above about updating your TVPaint 9.5 is irrelevant .

I also have in my notes from a past semester that there was a video input problem with TVPaint version 10.0.**7** in TVPaint Standard edition. (the problem was only in Standard edition , not in PRO edition) .

If you are running TVPaint Standard edition be sure you have updated it to the most recent version which is 10.0.**14** (update by going to the Help Menu -- Check for Updates , and follow the directions)

If you are using TVPaint 10 another *possible* issue may be if you are running TVPaint 10 *in 64bit mode for Mac* . I believe that I've read of some people having trouble with video input from *mini-dv camcorders* (rather than hd webcams) in 64bit mode. Try reinstalling TVPaint in 32bit mode to see if that will work better. I run TVPaint in 32 bit mode on my Macbook and it works smooth as butter. 64bit mode is supposed to be faster in some ways , but I haven't found any real advantage to using 64bit version and it is a little buggy in my experience . The 32bit mode works fine.

If you currently have TVPaint 10 *64bit version* (you can check under the Help Menu -- 'About TVPaint Animation') then download the 32bit version here:

<http://www.tvpaint.com/update>

You will have to enter your Lock Code (the longer 14 char. code, both letters and numbers) , Unlock Code (6 letter code), Your Name, then select :

Platform: Mac OSX

Processor: x86(Intel)

Architecture: **32bits**

Download it and install it into a separate folder labeled "TVPaint 10 32bit" in your Applications folder. Then try starting up TVPaint 10 from that version and see if that solves the Video Input panel issue.

In addition I would suggest you post the issue you are having to the [Technical Support forum](#) at the [TVPaint User Community Forums](#) (registration is required to post , but it is free and easy to register) . Even though the TVPaint Company is not currently open (they are open for business Monday - to - Friday) there may be someone from TVPaint support who will see and respond to your post before Monday , or another TVPaint user who has experienced a similar issue may see and respond to your issue.

-DN

OMG!!!! Thank you thank you thank you thank you!! you have just made my day!!! that totally worked!!! I reinstalled it at 32bits instead and when i opened it up and did the window>settings>settings input boom there i was staring at myself on the screen from the built in cam on my computer. I know not ideal to work with but this will have to do till my camera arrives in the mail :) ah my headache has gone away! Now to figure out this onion mode thing and i can finish the assignment :) Ah i knew my bad luck had to run out at some point!

Ok, glad to hear that worked . Thanks for reporting back .

The issue with Video Input settings in the *64bit version* for Mac is now confirmed.

***Anyone else who is using TVPaint 10 on MAC computer please note:**

If you currently have TVPaint 10 *64bit version* (you can check the version under the Help Menu -- 'About TVPaint Animation') then you should download the 32bit version for Mac here:

<http://www.tvpaint.com/update>

You will have to enter your Lock Code (the longer 14 char. code, both letters and numbers) , Unlock Code (6 letter code), Your Name, then select :

Platform: Mac OSX

Processor: x86(Intel)

Architecture: **32bits**

Download it and install it into a separate New folder named "TVPaint 10 32bit" in your Applications folder.

Running the 32bit version for Mac should clear up any problems with Video Input settings.

-David Nethery

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